

VISTA Assignment Description (VAD)

Title: Woman to Woman Volunteer Training VISTA (Year 3)
Sponsoring Organization: Chisholm Trail RSVP Project Name: AmeriCorps VISTA North Texas Project Number: 13VSWTX015 Project Period: 08/20/2017 - 08/18/2018
Site Name (if applicable): Woman to Woman Pregnancy Resource Center
Focus Area(s) Primary: Healthy Futures Secondary:

VISTA Assignment Objectives and Member Activities

Goal of the Project: The New Volunteer Training VISTA at Woman to Woman Pregnancy Resource Center will enhance the current volunteer program through the development of a new volunteer training program. The VISTA will increase the agency's capacity by improving current volunteer systems and procedures thus increasing retention of volunteers. The New Volunteer Training VISTA will develop a curriculum to thoroughly orient and train new volunteers and will refine volunteer education and training in order to move volunteers from program participation to ownership. Through the efforts of volunteers, the cycle of poverty will be broken by providing essential education and free medical care to uninsured and economically disadvantaged women in Denton County, TX.

Objective of the Assignment (*Period of Performance: April 2018-April 2019*)

The VISTA member will expand and enhance the volunteer program through the evaluation and revising of existing policies and procedures and the development of a volunteer training manual.

Member Activity: Evaluate current volunteer positions including job descriptions, policies and procedures. Interview and/or shadow current volunteers to gain a full understanding of their volunteer assignment and procedures for accomplishing their tasks.

Member Activity: Review the agency's policies and procedure manual as it applies to volunteers and volunteer activities. Use the information gleaned from the evaluations conducted for each volunteer position to update the current volunteer policies and procedures.

Member Activity: Using the information gathered from volunteer interviews and shadowing, update current volunteer job descriptions. Work with the site supervisor to write volunteer job descriptions for all new and missing volunteer activities.

Member Activity: Create a volunteer training manual that is standardized with other agency policy manuals to include volunteer job descriptions, policies and procedures. Work with the site supervisor to determine what other information needs to be included in the training manual.

Objective of the Assignment (Period of Performance: April 2018-April 2019)

The VISTA member will create a new volunteer training program that is consistent with new policies and procedures.

Member Activity: Review current new volunteer training curriculum and observe a new volunteer training. Determine what information is missing or needs to be updated and integrate it into the curriculum.

Member Activity: Research new volunteer curriculums to determine best practices that may be implemented in Woman to Woman's new volunteer training.

Member Activity: Review the current volunteer packet. Work with the volunteer coordinator to determine the documents to be included in the packet. Update any outdated documents and develop documents that are missing.

Member Activity: Develop a new volunteer training schedule. Work with the volunteer coordinator to determine frequency of new volunteer training and develop a training calendar. Work with IT department to publish on the agency's website for easy access for potential volunteers.

Objective of the Assignment (Period of Performance: April 2018-April 2019)

Develop a follow up training for new volunteers to be utilized 6 weeks after a new volunteer begins service.

Member Activity: Develop a training curriculum to be used by the volunteer coordinator to review the agency's policies and procedures and assess the volunteers understanding of the agency.

Member Activity: Develop a survey for volunteers to provide feedback to the volunteer coordinator about their volunteer experience and their understanding of the agency's policies and procedures.

Member Activity: Develop an evaluation to assess volunteer performance that will be utilized by the volunteer coordinator. Determine criteria for retraining of volunteers.

Member Activity: Develop an incentive program to be presented at 6 weeks of service, allowing volunteers to move into other parts of the organization or specialty areas according to their skill sets. All new volunteers must begin serving at the Twice As Nice Resale store until they have a complete working knowledge of the agency and their policies and procedures.

Objective of the Assignment (*Period of Performance: April 2018-April 2019*)

The VISTA member will develop a volunteer management system to track volunteer activities and hours of service. The system created will need to have measures in place that will maintain confidentiality and security of volunteer records.

Member Activity: Research existing volunteer management systems and determine the best fit for the agency's needs. Work with the site supervisor to learn the volunteer management system currently in place and determine what the agency needs in order to track volunteers and their activities. Volunteer activities and hours will be used to satisfy reporting requests from funders and community stakeholders.

Member Activity: Create a database to include the volunteers' contact information, activities, hours of service, other volunteer interests and any other pertinent information as determined by the agency. Develop a training manual for the volunteer database to ensure that future volunteers and staff can maintain the database.

Member Activity: Develop a system for volunteers and staff to track their service time. For example, develop timesheets or a computer log-in system to keep an accurate log of volunteer hours. Write the procedure for tracking volunteer service activities and time to be included in the volunteer training manual.

Member Activity: Train current volunteers and staff on the use of the new tracking system.

Member Activity: Recruit and train a volunteer to assist with the maintenance of the new volunteer database.